DOCUMENT RESUME

ED 442 965 CE 080 377

AUTHOR	Thompson, Barry; Larson, Catherine; Thomas, Raelene
TITLE	Vocational Rehabilitation 1999 Annual Report.
INSTITUTION	Idaho State Board of Education, Boise. Div. of Vocational Rehabilitation.
PUB DATE	1999-00-00
NOTE	39p.
PUB TYPE	Reports - Descriptive (141)
EDRS PRICE	MF01/PC02 Plus Postage.
DESCRIPTORS	Cooperative Programs; Deafness; *Education Work Relationship; Migrants; Older Workers; *Outcomes of Education; Postsecondary Education; Program Effectiveness; Program Improvement; *State Programs; Statewide Planning; *Vocational Rehabilitation

ABSTRACT

Some highlights included in the 1999 Annual Report of the Idaho Division of Vocational Rehabilitation (IDVR) are the following: (1) an all-time record number of people were served (10,363), and 1,442 people were rehabilitated and entered employment, close to the 1998 record; (2) a collaborative effort with the Division of Human Resources was established to create a pilot project to place qualified IDVR clients directly into state positions without having to be tested and placed on the list of qualified job candidates; (3) the IDVR was highly ranked in the use of the Social Security reimbursement program; (4) new fiscal management and case management systems were established; (5) a 5-year plan was devised to provide vocational rehabilitation services to the aging population of the state; (6) services are now being provided to migrant farm workers; (7) more partnerships in and outside Idaho state government were reinforced; and (8) goals for the year 2000 were set, including assessing the effectiveness of the IDVR's programs for the deaf and conducting an employer survey. (Statistics on specific populations served and short profiles of successful clients are included in the report.) (KC)

Reproductions supplied by EDRS are the best that can be made
from the original document.

1999 Annual Report

PERMISSION TO REPRODUCE AND DISSEMINATE THIS MATERIAL HAS BEEN GRANTED BY

B. Thompson

TO THE EDUCATIONAL RESOURCES INFORMATION CENTER (ERIC)

1

ED 442 965

Vocational Rehabilitation

U.S. DEPARTMENT OF EDUCATION
Office of Educational Research and Improvement
EDUCATIONAL RESOURCES INFORMATION CENTER (ERIC)

☑ This document has been reproduced as received from the person or organization originating it.

☐ Minor changes have been made to improve reproduction quality.

• Points of view or opinions stated in this document do not necessarily represent official OERI position or policy.

2

An Agency of the Idaho State Board of Education

BEST COPY AVAILABLE

MISSION STATEMENT

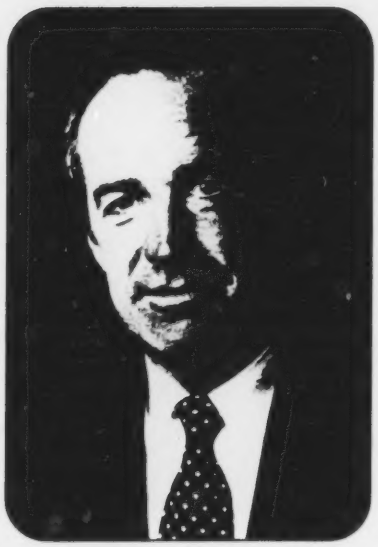
We believe that independence and self-worth are enhanced through employment. We are committed to empowering people with disabilities with appropriate resources to make informed choices about their futures. We are dedicated to being a strong voice for people with disabilities. We strive to promote cooperation and coordination between all entities to insure the provision of appropriate services to people with disabilities in Idaho.

Table of Contents

Idaho State Board of Education 2
From the President 3
From the Administrator 4
State Rehabilitation Council 6
Statewide Rehabilitation of the Year 8
Regional Rehabilitations of the Year 10
Vocational Rehabilitation Services 24
1999 Achievements & Performances 25
Occupations of Those Who Went to Work 28
Cost per Closed Individual 29
Disabilities of Those Who Went to Work 30
Dollars Invested in Vocational Rehabilitation 32
Utilization of Client Service Dollars 33
Office Locations and Staff 34
Rehabilitations by County 36

BEST COPY AVAILABLE

Idaho State Board of Education



Dirk Kempthorne
Governor

Harold W. Davis
President

Jerry Hess
Vice President

Tom Boyd
Secretary

Dr. Thomas Dillon
Member

James C. Hammond
Member

Dr. Greg G. Fitch
Executive Director

Curtis H. Eaton
Member

Karen McGee
Member

Dr. Marilyn Howard
Member

BEST COPY AVAILABLE

From the President

The pages of this report are filled with triumphs – personal triumphs of people with disabilities in attaining employment and all of the other benefits of our society.

The Idaho Division of Vocational Rehabilitation (IDVR) has triumphed also, in marshalling its staff and resources to assist these people with employment barriers to richer and more meaningful lives and careers.

The State Board of Education has been very impressed with the work Mr. Young and his fine staff have accomplished over the past year. They surpassed their record setting year of last year in the number of people provided services, and nearly equaled the record setting year of rehabilitations from last year.

The performance takes on more meaning however, when we think of the human contribution unleashed because of these efforts. These people are going back to work or entering the workplace for the first time. Students with disabilities, juvenile corrections, members of minority populations and thousands of others, all people in which the State Board is committed to in education and training efforts.

The State Board of Education is pleased to advance its congratulations to IDVR for the dedication it displays to this important part of our society. This is an effort in which we can all take pride.

Harold W. Davis

President
State Board of Education

A Year of Accomplishments

I've been trying to think of some words to begin this 'welcome' to our Annual Report. Words that would express how proud I am of this organization and the staff that works so hard to make it succeed. The last few years have been humbling as I continue to witness the dedication of this staff to the mission of this organization – to assist people with disabilities to become employed, and through that opportunity to become involved in all of the benefits this society has to offer.

As I recall the year, there are several achievements that come to mind. I would like to share not all, but just a few of which we are particularly proud:

- Our staff came together again to better our all-time-record of people served last year. In 1999, we provided services to 10,363 people. We nearly matched our all-time-record (1998) of people who entered employment with 1,442 rehabilitations. Work is good for everyone and, as an added benefit, it is a cost effective business venture that sees significant return, as it relates to an increased level of tax participation and reductions in social assistance.
- IDVR entered into a collaborative relationship with the Division of Human Resources to pilot a project that will see IDVR clients, who are qualified for State of Idaho employment, placed directly into state positions without having to be tested and placed on the list of qualified job candidates. This pilot project is meant for only those people who lack competitiveness in acquiring State employment because of a disability.
- Out of the four states in Region X, our Division ranked second; and out of eighty-two agencies nationwide, our Division ranked ninth in the utilization of the Social Security reimbursement program. Vocational Rehabilitation is reimbursed the cost of the rehabilitation program for recipients of SSI or SSDI if they are rehabilitated into employment. Such reimbursements are then utilized to support other client rehabilitation plans.
- The Division embarked upon a plan to design and implement new fiscal management and case management systems. These systems were built from an extensive series of Vocational Rehabilitation team meetings, with members drawn together to share desires and expertise.

- We saw the results of a survey commissioned to measure movement toward a strategic plan goal. The Division's strategic plan spoke to an effort to establish better lines of communication and to address the issues of trust, respect and integrity within the management team of IDVR. The survey was contracted to Boise State University with the results being very positive as regards the trust and teamwork spirit evident with our leadership team.
- We turned to the field staff to give us answers for ways to streamline and make two functions within our agency more effective. We commissioned task forces to study our Vocational Rehabilitation and State Kidney programs, and the administration of our financial needs assessment. Support staff, counselors and regional managers were gathered to share their knowledge and experience and to formulate recommendations to these issues.
- Cooperated with the Idaho Commission on Aging in making application for special grant funds to establish a cooperative five year effort to identify and provide Vocational Rehabilitation services to the aging population of the State. Cross training, a media campaign, employer symposiums and a concentration on public presentations will be addressed.
- We reconfigured the system we use to provide services to our Migrant/Seasonal Farmworker Rehabilitation Program. We have devoted a full-time person to this effort in the Boise/Nampa/Caldwell area and, in conjunction with the project, begin a comprehensive needs assessment of this population in Idaho. The position came from a reduction of staff in the Central Office.
- We have reinforced our relationship with our many partners in and outside of the Idaho State Government. We have reached out to the Commission on Aging, Adult and Juvenile Corrections, The Idaho Association of Community Rehabilitation Programs, the Departments of Health and Welfare and Labor, the State Department of Education, the School for the Deaf and Blind and institutions of higher education. Disability and rehabilitation issues appear in all of the good work these partners accomplish.

I would close by saying that in the year 2000, the public Vocational Rehabilitation program will celebrate its 80th birthday. From the very first day of the program in Idaho, we have been governed by the State Board of Education (SBOE). This is a good fit as it reinforces the education and training opportunities offered by our Division to our clients. The environment created by the SBOE for creativity, in program and the support of the work that we do, is truly appreciated by this Division. The SBOE has included our agency as a full partner in the Educational System of the state and is closely attuned to the special needs of people with disabilities. This awareness and sensitivity is recognized and valued by this Division.

So, that is my report to you on our activities of the year. We will continue to do this good work with the guidance and support of the SBOE. This organization truly loves the work it does. It's right for the taxpayer, it's right for the person, it's right for society and it's the right thing to do.

Sincerely,

F. Pat Young
Administrator

State Rehabilitation Council

The State Rehabilitation Council (SRC) has completed its sixth year of operation. The Council is comprised of a representative group of citizens and advises the IDVR regarding the performance of its responsibility to provide quality services to persons with disabilities.

During the year the Council:

- Held three formal Town Meetings to solicit public comment on the State and Strategic Plans and services provided by IDVR.
- Developed Rehabilitation Council goals and objectives to be reviewed and updated annually.
- Provided ongoing training to Council members concerning the IDVR programs and services available to clients.
- Presented the role of the Council and its activities at two IDVR New Counselor Orientations.
- Updated the Member Handbook to assist current and new members in understanding the role and function of the Council and membership responsibilities.
- Continued to communicate with other State Rehabilitation Councils in Region X to coordinate training and exchange assistance.
- Developed a Budget Committee to actively participate in the State Rehabilitation Council's budgeting process.

Goals for 2000:

- Survey and assess consumer satisfaction through Town Meetings and other formats that are deemed appropriate by the Council.
- Stagger membership terms.
- Monitor the effectiveness of Vocational Rehabilitation services concerning the deaf and hard of hearing.
- Conduct an employer survey.

- Increase methods of communication to improve the flow of information between the Vocational Rehabilitation Council and clients.
- Support Vocational Rehabilitation's efforts to increase funding for the school work transition program.
- Develop a comprehensive Policy and Procedure Manual for the Council.

SUMMARY:

The State Rehabilitation Council continues to actively pursue its mandate as set out in the 1992 Amendments to the Rehabilitation Act. The Council continues to build a working relationship with the Idaho Division of Vocational Rehabilitation and contributes to the quality of rehabilitation services in Idaho. The Council continues to receive many positive comments regarding IDVR. We would like to recognize all Idaho Division of Vocational Rehabilitation staff for the hard work and dedication in pursuing employment opportunities and goals for Idaho's population with disabilities.

The State Rehabilitation Council looks forward to continuously working with the Idaho Division of Vocational Rehabilitation staff, consumers, all councils and organizations representing various disability groups, the State Board of Education and the Governor's Office. The Council would like to thank the entire IDVR staff for their professionalism and leadership and the open communication with the Council.

CHAIR
Gordon Richins

VICE CHAIR
Michael Bledsoe

EXECUTIVE COMMITTEE
Rick Linderman
Cathy Foutch
Trish Wheeler

MEMBERS
John McElhannon, Michael O'Bleness,
Ruth Rathbun, Rick Stamps, Olivia Badger,
Jim Flowers, Steve Hansen, Christine Rawlings

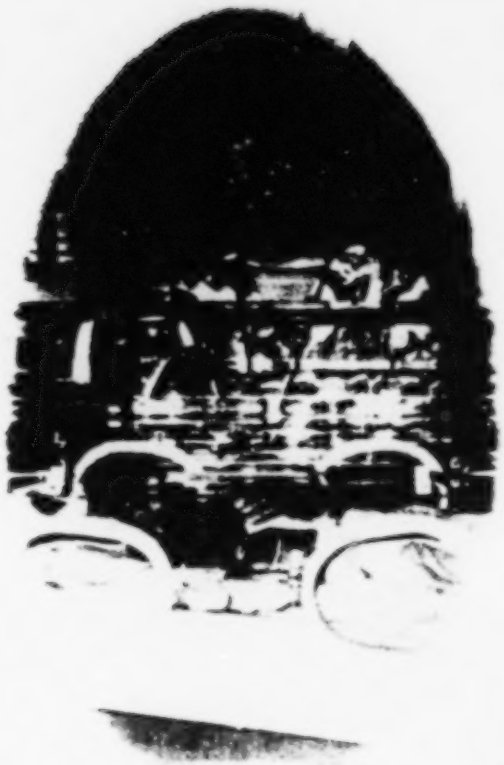
EX-EFFICIO – IDVR
Pat Young, Mike Hauser

ADMINISTRATIVE ASSISTANT
Clare Chapple

Cheri Madden

Statewide Rehabilitation of the Year

Region V - Pocatello



Cheri Madden came to Vocational Rehabilitation after sustaining a traumatic brain injury. On October 13, 1992, Cheri was diagnosed with bacterial spinal meningitis. This was a result of accidentally being hit in the head with a baseball. At that time she had a cold and the swelling from the contact created a hole in the back of her head allowing spinal fluid to enter her brain. She was hospitalized and her initial chances of survival were very slim. Surgery was performed to relieve the pressure on her brain and Cheri was able to recover. As a result of the traumatic brain injury, Cheri had problems with cognitive processing. She was unable to remember how to do the accounts payable job she had previously held and could not remember parts of her earlier life. When she came to VR she was working part-time as a receptionist earning minimum wage. This job was not a competitive employment situation and Cheri wanted to return to the workforce.

After vocational counseling and client research, with VR counselor Wes Van Vooren, Cheri decided to enter the radiology program at Idaho State University. She subsequently switched to the nursing program. During the course of her first semester it was determined that Cheri also had a hearing loss as

a result of her accident. Therefore, hearing aids and accommodations in the academic setting were necessary for her to be able to continue in school.

Cheri started Idaho State University in August 1994, and graduated in May of 1998 with a Bachelor of Science degree conferred with high honors. Her commitment and willingness to study up to 12 hours per day allowed her to complete the neccessary course work to graduate. Due to the cognitive deficits Cheri experienced, she had to read and re-read the majority of her coursework and ultimately had to isolate herself from her family to be able to process the information. Cheri's determination and her willingness to put in the extra hours allowed her to achieve her goal of graduating within four years. Cheri served an internship at Bannock Regional Medical Center during her junior year and upon graduation was hired as a charge nurse. This was a full time position that initially paid $18.00 per hour and at case closure $20.00 an hour, and also provided her and her family with full benefits.

Cheri is an excellent example of what Vocational Rehabilitation is all about. Cheri was willing to put forth the time and effort necessary to retrain herself after a devastating injury. The assistance she received through Vocational Rehabilitation allowed Cheri the opportunity to regain her self-esteem and move back into competitive employment.

Bob Arney

Region I - Coeur d'Alene Rehab of the Year

Bob Arney was referred to the Idaho Division of Vocational Rehabilitation by Region I Mental Health and applied for VR services in December 1997. Bob's job related limitations result from mental illness. He has had great difficulty maintaining his medication regime due to severe side effects. Bob requested the assistance of VR to receive training and services to secure employment. Through a vocational evaluation conducted by Transitional Employment Services for the Handicapped and after considering various occupations and training methods, Bob and his counselor, Jo Sherman, discovered that he was interested in, and could be successful in, the field of janitorial services. Bob received psychosocial rehabilitation services from Goodwill, as well as job development and placement services from TESH. The VR counselor and Bob decided that community supported employment services through TESH would be the most appropriate and efficient way to get Bob into the workforce. In October 1998, Bob was offered a job at Absolute Home Care as a janitor cleaning the Spokesman Review building. Bob has maintained his job and continues working as a permanent employee for Absolute Home Care.

Throughout the rehabilitation process Bob remained active and was closely involved with his VR

counselor receiving guidance, support and assistance with the exploration of employment options. He maintained his goal of pursuing employment, though these new activities increased his anxiety and panic attacks.

Bob has overcome many obstacles in his endeavor to become more independent and has worked very hard to maintain his employment. He has continued to be productive and reliable despite periods of physical discomfort which resulted from his medications. During Bob's time of employment, he has been very willing to make adjustments and comply with job related requests.

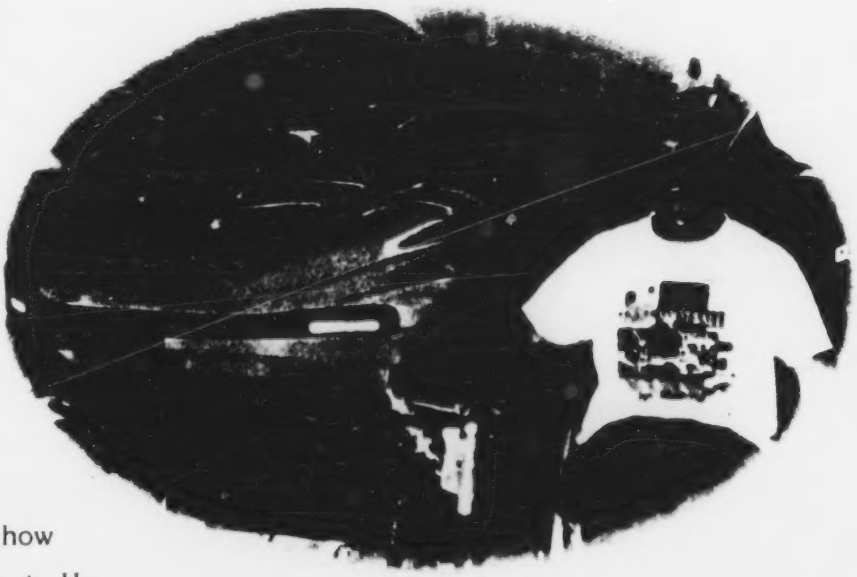
This is the first time that Bob has been stable in the workforce. He has learned to work and cope with his illness, as well as the resulting discomfort caused by the medications. Through the coordinated efforts of Bob, the employer, the VR counselor, Mental Health and the local Community Rehabilitation Programs, he continues to maintain his chosen employment.

Brian Witcomb

Region II - Lewiston
Rehab of the Year

Brian Whitcomb, a young man of 19, was moving forward with life. He had just completed training in Montana to be a small engine technician with the goal of starting a business with his family. However, fate stepped in and dealt him a blow. In early July of 1998 he was in an accident which left him with paraplegia.

When Brian came to VR, he expressed an interest in wanting to build on his small engine background in a self-employment venture. VR counselor, Dixie Kinzer, went to his home in Deary to discuss the VR program. Brian and his family still had the desire to open the small business in Elk River, Idaho. They wanted to rent out snowmobiles for recreational purposes.



Brian possessed the knowledge of how to repair and maintain the equipment. He just needed some help with figuring out what type of machinery would help him with the lifting and moving of the equipment. Brian, Dixie and the family sat

BEST COPY AVAILABLE

down to discuss many possibilities. They finally decided that a tractor and skid steer would be the best equipment for Brian. It was also determined that Brian would be available to use the machine in other capacities within the community. Construction began on their business site, and within one and a half months Elk Butte Recreation was up and running.

Brian is doing quite well with 10 snowmobiles for rent and a few for sale. Brian has been able to run the skid steer to lift the snowmobiles up to his level so he can make any necessary repairs. He has been able to utilize the tractor to do snow removal jobs for local businesses and private citizens. Brian is also able to do minor excavation jobs in Elk River. VR also helped Brian with modifications to his existing vehicle so he could maintain his independence in transportation. Brian has been successful in realizing his dream of running and maintaining a small recreational business in the rural Idaho town of Elk River. Through self-determination, the support of his family and VR, he feels confident of continued success.

Michelle Ellsworth

Region III - Boise East
Rehab of the Year

Michelle Ellsworth had a limited work history and was receiving SSD/SSI benefits when she applied for services with Vocational Rehabilitation. Michelle had been diagnosed with Bipolar Disorder. Through diagnostics it was determined that she was very intelligent, but that she lacked self-confidence and motivation. Assisting her through the initial process was very challenging for Michelle and VR counselor, Terry Thomas. Assuring Michelle that she had the abilities needed to complete her goal was an arduous task. Building her self-esteem and necessary confidence to even begin a program was a primary challenge of her rehabilitation counselor. Encouragement, coordination of community support systems and belief in Michelle generated the motivation necessary to begin with the development of the comprehensive rehabilitation program. Work evaluations and counseling opened doors to Michelle, providing her with

valuable information she needed to identify an attainable work goal.

Michelle pursued a 22-week computer-training program through Boise State University. This program prepares people for a variety of business environments. With this program and internship, she would have the potential to be self-sufficient and be removed from Social Security's rolls. This is what she wanted. From this program Michelle realized her self worth and truly excelled. Confidence developed and from that confidence a new person emerged.

Upon completion of the academic portion of her training program, Michelle began an internship at the Idaho State Bar working with the Idaho Volunteer Program. Her exceptional performance not only insured a salaried position for this individual, but her employer created a position for her. She is now employed as an office specialist with both the Idaho Volunteer Program and the Idaho State Bar. Self-sufficiency, confidence and positive self esteem are now synonymous with Michelle.

Through Michelle's efforts she is no longer in need of Social Security benefits. She is truly emotionally stable and self-sufficient. Michelle is a good example of how Vocational Rehabilitation can work as a catalyst for positive change.

A successful rehabilitation consists of a combination of significant services provided by our agency as well as a cooperative effort by the client to become successful and self-sufficient. Michelle has capitalized on these efforts.

Steve Rodoletz

Region III - Boise West
Rehab of the Year

It was October of 1995 when Steve Rodoletz met his counselor Nanna Bjurquist. Steve was very certain about his vocational goal right from the start and was very motivated. Despite Steve's initial trepidation about IDVR, he and Nanna quickly developed rapport and set out to develop his self-employment goal of desktop publisher.

Steve was eligible for VR services based on his Bi-Polar Disorder. This has created several barriers to employment that were addressed as part of his vocational planning. One area of need was the development of a customized work environment that could focus and build upon Steve's strengths and take into account workplace limitations.

After many months of planning, Steve and Nanna had addressed the areas of concern in preparation for a self-employment plan. Their plan had taken into account the necessary elements of small business development as well as the ongoing relationship that would support Steve during the difficult start-up phase of his goal. They discussed the ability of IDVR to support the long-term achievement of the work goal beyond the initial

purchase of materials or services.

Steve and Nanna jointly planned all aspects of the start-up that would become his business. They examined the hardware, software, the income expectations, the expected expenses, the usage of Federal Work Incentive programs to support the fledgling business, and certainly the impact such an effort would have on his health overall.

Nearly four years later, Nanna is pleased to sit down with Steve and discuss his journey of recent years. The Steve she meets today has a busy schedule of business appointments, time spent at the computer developing marketing materials for small and large businesses alike, as well as attending many seminars around the country where he has been asked to share his expertise. Steve has had and continues to have many supports in place to help him succeed in his plan to become self-sufficient and he is well on his way to achieving all of his goals.

Steve's aspirations were met with the respect and the professional support he dared not imagine he should receive. Today he is well on his way to having his small business able to support his life and the choices he will make for the future. It all began with a plan, a receptive counselor, and the commitment of IDVR.

Bruce Bowen

Region IV - Twin Falls Rehab of the Year

An acquaintance referred Bruce Bowen to IDVR in December of 1997. Bruce incurred a cervical spinal cord injury in August of 1997, when he was hit on the back of the head by two bales of hay while working on his dairy farm. Bruce is now quadriplegic, with limited arm and leg movement. For Bruce to participate more fully in resuming his dairy operations, an AgrAbility assessment was arranged with Easter Seals Techability in Pocatello.

Bruce worked with VR Regional Manager Steve Grupe. Extensive physical therapy and occupational therapy were provided by VR. Several technologies were used to help Bruce take control of his farm. To assist him in more closely monitoring his herd and making decisions affecting production and inventory management, a software package for his computer and necessary computer training were provided by VR. For Bruce to monitor the amount of feed in his grainery bins, feed level mechanisms were provided. A lift mechanism was mounted on his tractor and hand controls installed so that Bruce could return to the

field. In addition, Bruce was provided with an all-terrain vehicle fitted with hand controls and a push blade for him to get out on the farm and supervise and assist in the work.

Bruce was determined to be self-sufficient and to remain an active participant in the business. Due to Bruce's motivation and desire to be self-reliant, he continues to reside with his family and operate his dairy farm.

Neil Holmes

Region VI - Idaho Falls Rehab of the Year

Neil was first referred to IDVR in 1988. He was just finishing his senior year of high school. He was a good student with plans to go to college. Neil had been diagnosed at age five with severe sensorineural impairment, which presented a permanent bilateral hearing loss. Neil would require life-long use of hearing instruments. His condition was not amenable to surgical or medical therapy.

Neil had been mainstreamed in the public school system and was able to sign but relied mainly on lip reading. He wanted to go to college and expressed an interest in Molecular Biology. He had saved all the money he could, working summers on his grandparents' farm.

Neil's hearing impairment constituted a substantial communication barrier, which would significantly impact his college training and future employment. Neil was determined to move forward and attended Brigham Young University. He soon realized that he would need assistance. A plan was negotiated with Neil who utilized grants, scholarships and loans. IDVR participation was substantial

and included a Tele-communication Device for the Deaf and needed accessories to connect to his computer, interpreting support services and hearing aids. Neil changed his vocational goal and was accepted into the University of California School of Veterinarian Medicine where he was one of only two out of state students accepted that year. Perhaps this vocational change was influenced by his many summers of work on the farm.

Neil's hard work, determination and supportive family, combined with the support of the Idaho Division of Vocational Rehabilitation and others, resulted in Neil's graduation in the spring of 1999 with his Doctorate in Veterinarian Medicine. Neil is now employed by a Veterinary Clinic in California and can now start repaying his educational loans. It has not always been easy for Neil but he is, and should be, an inspiration to others whose impairments create barriers to their vocational hopes and dreams.

Neil had many VR counselors over the years, his most recent counselor is Ruth Gott. Neil will gladly give up his Social Security Disability Insurance benefits for his career and his ability to support his family. Neil's success is a tribute to his strong determination and support from his family over the years.

Sheri Yarborough

Region VII - Caldwell
Rehab of the Year

When Sheri Yarborough came to Vocational Rehabilitation, she was in physical pain and frustrated with her inability to work. She had been injured in a motorcycle/truck accident in 1990 and had fractured her lower left leg. Surgery had been performed and a rod placed. More recently she had been experiencing a great deal of pain. She was favoring her other leg and problems were beginning to occur.

After a thorough review of the medical information, it was evident that knee surgery was both medically indicated and vocationally relevant. Her doctor had recommended the removal of the rod to prevent pain with ambulation so she could return to work. It was clear that surgery was needed before any meaningful work could be pursued.

Sheri's work history has included physically demanding occupations such as construction and ranch work. She knew she would be unable to return to this kind of work and was eager to learn a new trade.

24

A medical/surgical restoration plan was developed and bilateral knee surgery was accomplished. Sheri recuperated from the surgery and physical therapy. Her pain was eliminated and her spirits brightened.

During her convalescence Sheri studied for and completed her GED. Sheri and VR counselor, Janet Job, researched and discussed several vocational options. Ultimately, Sheri decided to pursue a career in taxidermy, something that had previously just been a hobby. She located a willing instructor who was a certified master taxidermist and she began a 6-month training program at Artistic Taxidermy. She acquired numerous skills in a variety of areas, which supplemented her talent and abilities. Her trainer, Troy Rose, had been exceedingly pleased with her natural abilities and willingness to learn throughout the training process. After she successfully completed her training, Troy hired her at Artistic Taxidermy, where she works part-time. In addition, Sheri does work for Intermountain Outdoor Sports, as well as private individuals. With the money that she has earned she has been able to purchase her own equipment and is in the process of building her own shop.

With encouragement from Troy, Sheri entered both local and state competitions and has taken highest honors. She plans to enter a national competition next year.

Sheri has been able to make a living in a field she truly loves. She has expressed sincere appreciation to Vocational Rehabilitation for working with her to obtain her dream.

Employment is the Goal of Vocational Rehabilitation

The Idaho Division of Vocational Rehabilitation's program goal is to place Idahoans with disabilities back into the workforce by securing and maintaining productive employment. One of the key steps to obtain that goal is achieved through IDVR's counseling services. These services provide clients with a foundation upon which to make informed choices concerning their futures.

88.8% of the Division's revenues were expended on client services. The Division strives to utilize the majority of its resources on direct client services. Some of those services include:

- **EVALUATION** to determine vocational strengths and weaknesses. Individual evaluation is used to plan for services and employment alternatives.
- **FOLLOW-ALONG** services can be extremely important to ensure that job placement is successful. Such follow-along can assist in resolving any job problems that may occur on the job.
- **JOB DEVELOPMENT AND PLACEMENT** involves the client and the vocational rehabilitation counselor working together to secure placement in a suitable job.
- **MEDICAL ASSISTANCE** can be provided if required as part of an Individualized Plan for Employment (IPE). Surgeries and hospitalization, mental health, physical and occupational therapy, and prosthetics and orthotics may be available.
- **PROFESSIONAL COUNSELING** in adjustment to disability, vocational exploration and planning for re-entry into the world of work.
- **REHABILITATION TECHNOLOGY** goods and services to assist in preparation for or placement into employment. Technological devices can increase or maintain functional capabilities of people with disabilities.
- **TOOLS AND LICENSES** can be provided if they are needed to enter a specific trade or profession.
- **TRAINING** for those who will need a career change because of disability. Such training can involve study in colleges, on-the-job training, vocational-technical schools, etc.
- **OTHER GOODS AND SERVICES** are available if they are needed for a client to achieve the goal of employment and independence. Such services might include transportation, maintenance, or a referral program to other appropriate private or public agencies for their special services.

BEST COPY AVAILABLE

1999 Achievements

198 - Served

Individuals with Renal Disease - State Program

2 - Rehabilitated

The Division provides two programs for individuals who have chronic end-stage renal disease. The state-supported program is a medical-assistance program that coordinates the medical and financial aspects of kidney dialysis treatment, transplantation, and related medical services. A person's ability to pay for his or her own services is considered in determining eligibility for this program.

84 - Served

Individuals with Renal Disease - Federal Program

26 - Rehabilitated

The second kidney program is designed for those individuals whose disability presents an impediment to employment and for whom achieving employment is feasible. These people are served through the regular Vocational Rehabilitation Program.

3,953 - Served

Individuals with Mental Illness

648- Rehabilitated

IDVR works closely with The Department of Health and Welfare's Mental Health Programs to provide services to individuals with mental or psychological disorders. The two agencies have developed a cooperative arrangement to assist mental health individuals. Services are provided utilizing a team approach and are focused on assisting those with mental illness to work in the community. Assertive Community Action (ACT) teams have been established around the State and VR has placed counselors on each of the teams to address employment issues. Currently, IDVR team members reside in Lewiston, Boise, Twin Falls, Caldwell, Coeur d'Alene, Pocatello, Nampa and Idaho Falls.

BEST COPY AVAILABLE

1,623 - Served

School - Work Transition

169 - Rehabilitated

IDVR assists students with disabilities to make the transition to life and work after high school. Through ongoing liaison activities, interagency collaboration and special projects, IDVR has the ability to provide services to students on a statewide basis. Every school district in Idaho is assigned a liaison IDVR counselor who provides outreach and referral for VR services to the schools within those districts.

In addition, the Division maintains statewide projects funded jointly by school districts and IDVR. Each project retains a specialized counselor on the school's premises to provide consultation and training to education personnel, and to provide and direct services to students with disabilities. There are currently on-site projects located in Sandpoint, Lewiston, Boise, Meridian, Gooding, Preston, Idaho Falls, Nampa/Vallivue and Middleton.

237 - Served

Migrant Seasonal Farm Workers (MSFW)

38 - Rehabilitated

IDVR maintains a steadfast commitment to serving those with disabilities from minority populations. Idaho is a state in which agriculture plays a very important role. With seasonal farming opportunities available, the state attracts a substantial number of migrant workers. Many of the individuals originally coming to Idaho for seasonal work eventually seek permanent residency. Some become injured and stay because they can no longer perform the work in which they were skilled. Vocational Rehabilitation assists these workers who, due to a disability, can no longer continue their traditional line of work or who need assistance to continue migratory employment.

Since the majority of MSFW's are of Hispanic origin, the Division requires that all counselors serving these individuals are Spanish speaking. There are currently four MSFW counselors, one each in Idaho Falls, Burley, Caldwell and Blackfoot.

1,209 - Served

Public Offenders

172 - Rehabilitated

IDVR has taken a pro-active stance in assisting state prison inmates with disabilities to transition back into the community.

Utilizing a team approach, counselors work collaboratively with the inmates, the Department of Probation and Parole and medical experts to re-introduce the individual into the work world. Over the years, the Division has gained a level of expertise that has achieved a high success rate of individuals rehabilitated. This has resulted in savings in institutional costs and an overall net gain to the community.

357 - Served
INDIVIDUALS WITH TRAUMATIC BRAIN INJURY
59-Rehabilitated

582 - Served
VETERANS
65-Rehabilitated

1,438 - Served
INDIVIDUALS WITH ALCOHOL ABUSE
224-Rehabilitated

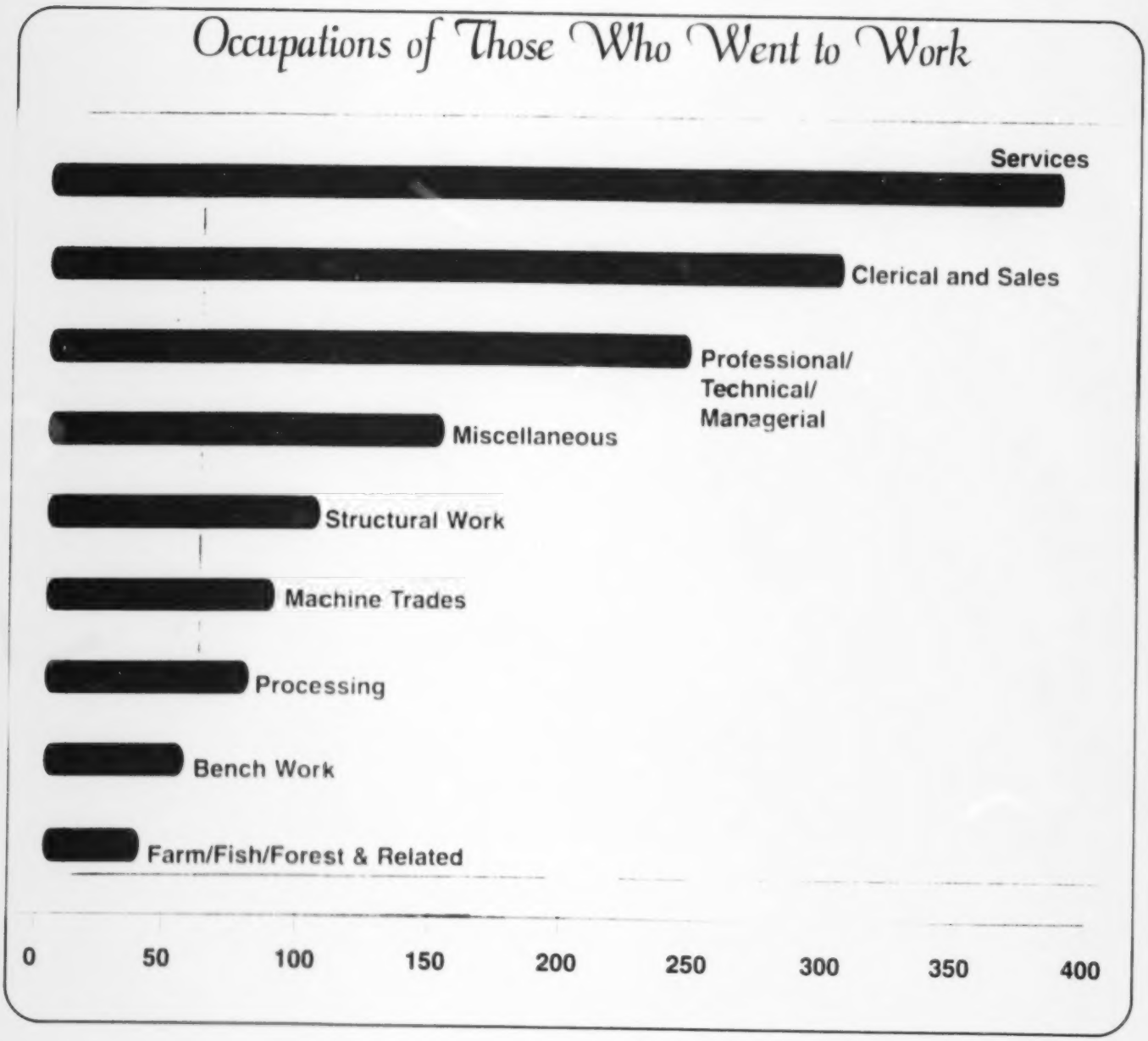
1,367 - Served
INDIVIDUALS WITH DRUG ABUSE
180-Rehabilitated

2,691 - Served
INDIVIDUALS RECEIVING PUBLIC ASSISTANCE
438-Rehabilitated

275 - Served
INDIVIDUALS WHO RECEIVED IDVR/ INDUSTRIAL COMMISSION REHABILITATION SERVICES
49-Rehabilitated

679 - Served
INDIVIDUALS WHO RECEIVED SUPPORTED EMPLOYMENT SERVICES
233-Rehabilitated

BEST COPY AVAILABLE



BEST COPY AVAILABLE

Client Satisfaction:

100% of IDVR's clients were satisfied with how they were made to feel welcome during their initial contact with a VR counselor.

100% of IDVR's clients indicated that they understood the limitations of their impairments and how this could affect the employment alternatives available to them.

100% of IDVR's clients stated that they would recommend VR to others since they feel the services were helpful to them and they had a positive experience with the agency.

Outreach to Minority Populations:

12.3% of those served were from minority backgrounds. The Division's goal is to serve minorities at the same or at a higher rate than the minority working age incidence rate for the State (5.34% in 1998).

Cost per Client Rehabilitated

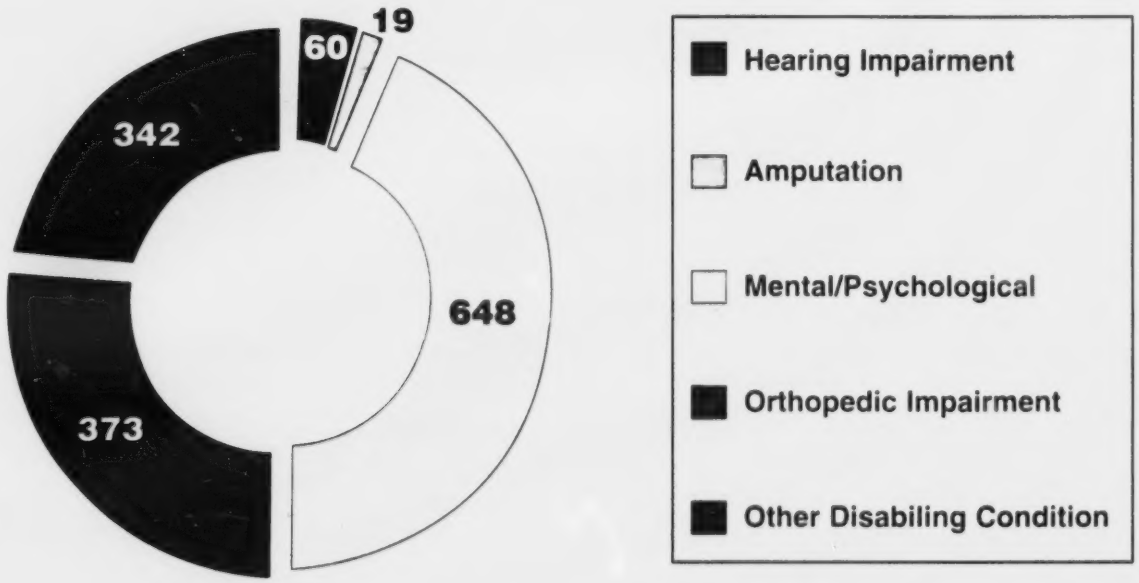
Supported Employment — $2,901.82

Basic Support — $5,345.30

Migrant — $6,870.85

BEST COPY AVAILABLE

Disabilities of Those Who Went to Work



Increased Earnings

Total Client Weekly Earnings	At time of Referral	At time of Closure	% of Increase
Rehabilitated	$47,306	**$350,865**	642.0%
Significantly Disabled	$39,684	**$301,966**	661.0%

Services to Businesses & Professional Organizations

Part of the Division's role in serving individuals with disabilities involves assisting businesses to solve employment and disability related problems in the work place. Services are available to both public and private businesses. VR professionals work with employers to assist them in securing and maintaining a trained, experienced and reliable workforce.

Some of the services available to organizations include:

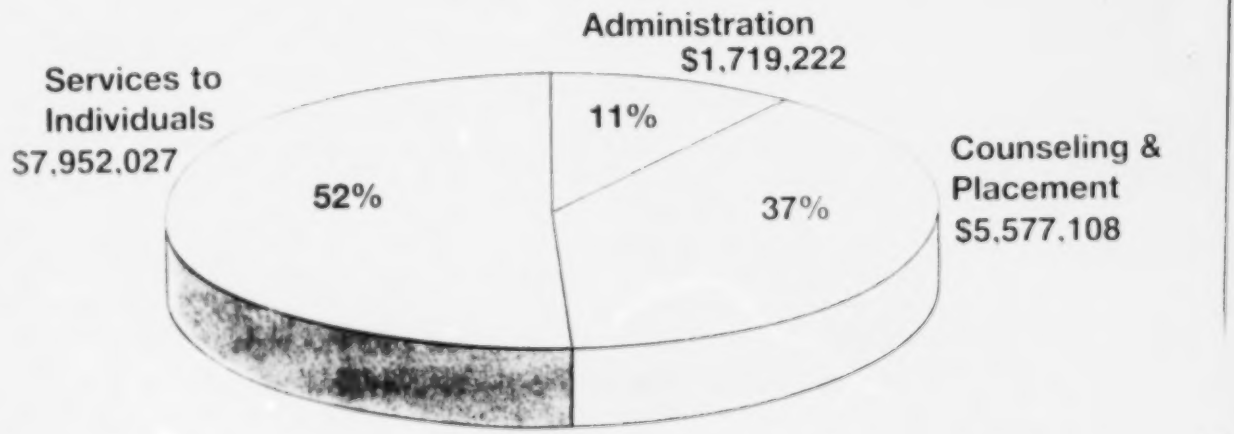
- **Accessibility Assessment** - Professional assessment of an organization's site to determine if any barriers to employment exist and to make recommendations for overcoming such barriers.
- **Awareness Programs** - Presentations to employees or groups interested in understanding the dynamics of different disabilities and their impact on various work environments.
- **Consultative Services** - Vocational guidance and counseling regarding employee assistance programs, job seeking skills, Equal Employment Opportunity programs and the Americans with Disabilities Act (ADA).
- **Job-Site Intervention** - Site evaluation and recommendations for the return to work of injured workers. Job/ home analysis and modification services may be available.
- **Expert Witness Testimony** - Provision of expert opinion for legal and administrative hearings based on assessments.
- **Job Placement Resource** - Identification of community job opportunities through labor market analysis for job re-entry.
- **Qualified Labor Force** - Qualified applicants ready for employment; pre-screening to reduce costs in recruiting and hiring.
- **Specialized Rehabilitation** - Individualized Plan for Employment (IPE) development for returning employees to work based on assessments and the individual's need for training and job placement.
- **Financial Incentives** - Information regarding employment-related financial incentives from which employers can benefit by hiring qualified applicants.
- **Independent Living Consultation** - Coordination of services to increase an individual's ability to achieve self-reliance by acquiring skills and services directed toward independent living thus enhancing the ability to remain employed.
- **Job Coaching** - Contracted services to provide employees requiring more individualized training or attention through job coaching. This enables these employees to get up to speed with specific job tasks more quickly.

BEST COPY AVAILABLE

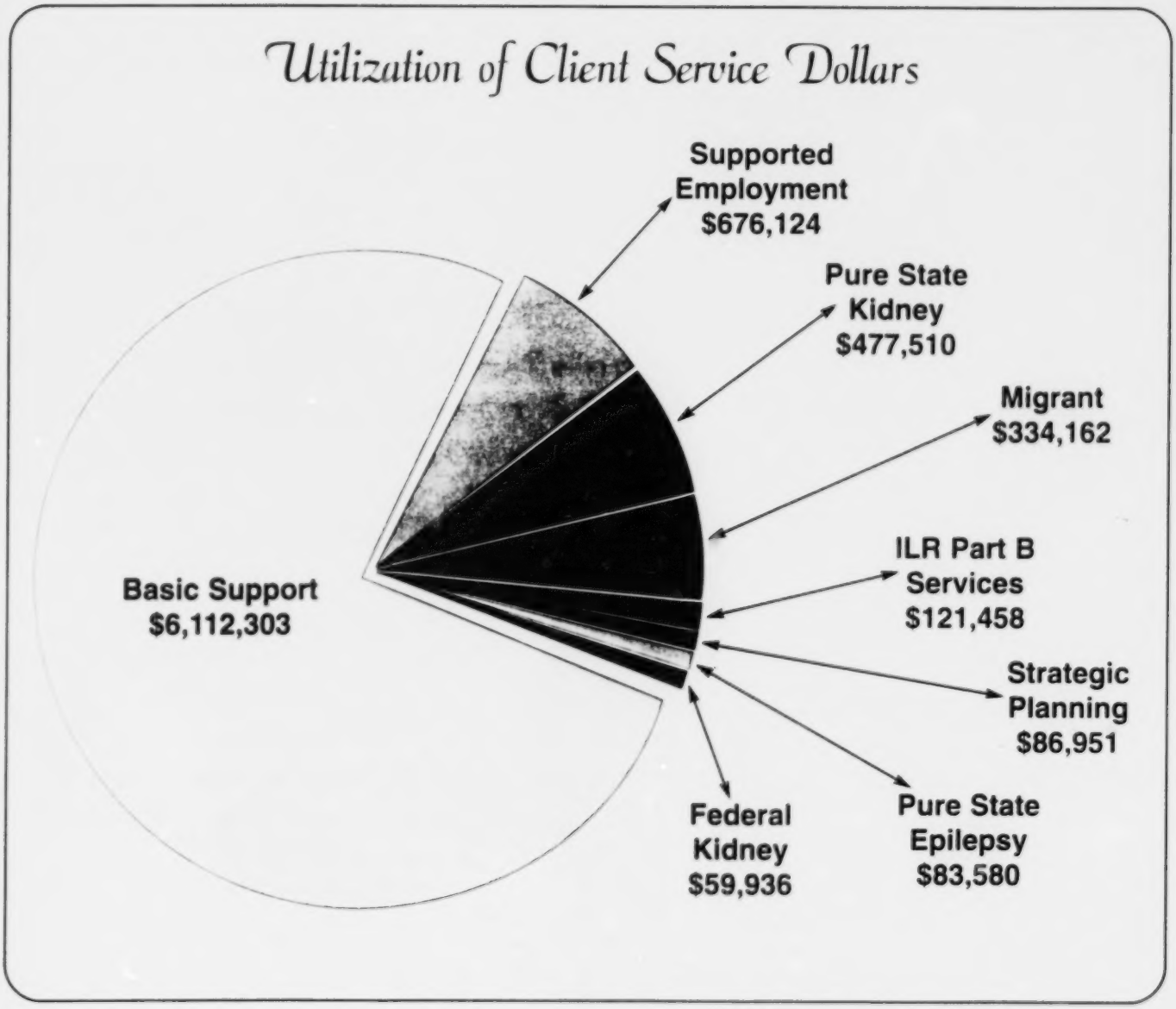
Positive Return to the Idaho Economy:

For every $1 spent on vocational rehabilitation services, $2.20 was returned to the economy through increased taxes on earnings and reduced public assistance payments to individuals rehabilitated.

Dollars Invested in Vocational Rehabilitation



BEST COPY AVAILABLE


Utilization of Client Service Dollars
Supported Employment $676,124
Pure State Kidney $477,510
Migrant $334,162
ILR Part B Services $121,458
Strategic Planning $86,951
Pure State Epilepsy $83,580
Federal Kidney $59,936
Basic Support $6,112,303

Administrative Office

650 West State Street
Room 150
Boise, ID 83702
(208) 334-3390

F. Pat Young
Administrator

Barry J. Thompson
Chief, Bureau of
Administrative
Services/Deputy Administrator

Sue Payne
Chief, Bureau of
Field Services

Margaret Blackstead
Manager, Human Resource
and Development

David C. Cooper
Manager, Information
Technology

Catherine Larson
Manager, Planning
and Evaluation

Scott Engum
Supervisor,
Fiscal Operations

Raelene Thomas
Administrative Assistant

Region I

Coeur D'Alene Regional Office

1010 Ironwood Drive,
Suite 101
Coeur d'Alene, Idaho 83814
(208) 769-1441

Gary Hamilton
Regional Manager

Sub - Regional Offices:

Sandpoint
(208) 263-2911
(208) 263-9525

Coeur D'Alene
(208) 769-1406

Region II

Lewiston Regional Office

1118 F. Street
P.O. Box 1368
Lewiston, Idaho 83501
(208) 799-5070
(208) 799-5072 TDD

Tim Kopczynski
Regional Manager

Sub - Regional Offices:

Orofino
(208) 476-5574

Lewiston
(208) 799-4448
(208) 746-7051

Moscow
(208) 882-8550

Region III

Boise - West Regional Office

10200 West Emerald
Suite 101
Boise, Idaho 83704
(208) 327-7411

Sue Nelson
Regional Manager

Sub - Regional Offices:

Boise
(208) 334-0802

Eagle
(208) 939-9247

Boise - East Regional Office

3350 Americana
Terrace, Suite 210
Boise, Idaho 83706
(208) 334-3650

Cal Pinkston
Regional Manager

36

Sub - Regional Offices:

Boise
(208) 332-3738

Mountain Home
(208) 587-3651

Region IV

Twin Falls Regional Office

245 3rd Avenue North
Twin Falls, Idaho 83301
(208) 736-2156

Steve Grupe
Regional Manager

Sub - Regional Offices:

Burley
(208) 678-3838

Twin Falls
(208) 736-2177

Gooding
(208) 934-8865

Region V

Pocatello Regional Office

1070 Hiline, Suite 200
Pocatello, Idaho 83201
(208) 236-6333

Bruce Small
Regional Manager

Sub - Regional Offices:

Blackfoot
(208) 785-6649

Pocatello
(208) 234-7900

Preston
(208) 852-0092

Region VI

Idaho Falls Regional Office

1825 Hoopes Avenue
Idaho Falls, Idaho 83404
(208) 525-7149

Tom Hally
Regional Manager

Sub - Regional Offices:

Salmon
(208) 756-2114

Rexburg
(208) 356-4190

Idaho Falls
(208) 528-5787

(208) 524-3000,
ext. 3375

Region VII

Caldwell Regional Office

517 South 10th,
Suite B
Caldwell, Idaho 38605
(208) 454-7606

Dave Hawkes
Regional Manager

Sub - Regional Offices:

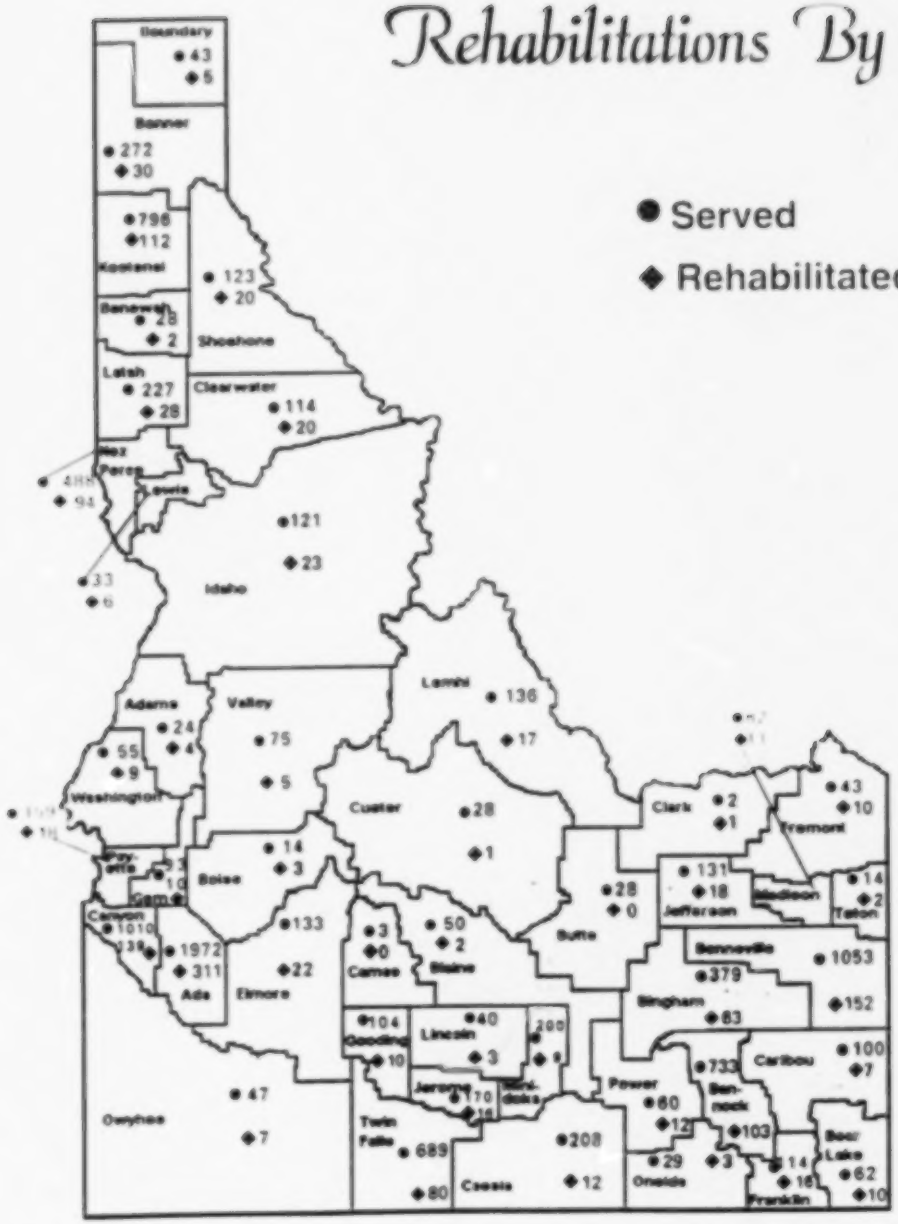
Payette
(208) 642-4762

Nampa
(208) 465-8414
(208) 465-2700
ext. 1238

Caldwell
(208) 459-0092

Middleton
(208) 585-2546

Rehabilitations By County



38

BEST COPY AVAILABLE

Notice of Non-Discrimination

It is the policy of the Idaho Division of Vocational Rehabilitation, an Agency of the Idaho State Board of Education, not to discriminate on the basis of sex, disability, race, color, national origin or age in admission and access to, or treatment or employment in its programs or activities.

Costs associated with this publication are available from the Idaho Division of Vocational Rehabilitation in accordance with Section 60-202, Idaho Code.

Web Page Address
http://www.state.id.us/idvr/idvrhome.htm

Annual Report was completed by:

Barry Thompson
Catherine Larson
Raelene Thomas